

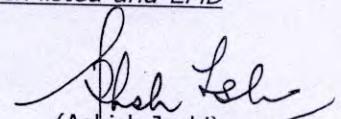
F.No. A-52011/1/2011-Estt.
Government of India
Ministry of Minority Affairs
(General Admn.)

11th Floor, Paryavaran Bhawan,
C.G.O. Complex, Lodhi Road,
New Delhi-110003
Dated: 3rd October, 2011

**TENDER NOTICE FOR OUTSOURCING OF SECRETARIAL ASSISTANCE ON
CONTRACT BASIS**

The Ministry of Minority Affairs (hereafter referred to as the Ministry) invites sealed tenders from established/registered firms of service providers for providing manpower to function as (i) "Programme Support Coordinator(PSC)"; (ii) "Programme Support Assistant(PSA)"; (iii) "Stenographer", (iv) "Data Entry Operator(DEO)" and (v) "Peon" on contract basis. The job description, skills etc. are given below. Preference will be accorded to those service providers who have sufficient experience in providing manpower to various government departments, public sector undertakings and government autonomous organizations of analogous description.

2. The Period of contract shall initially be for a period of twelve months, extendable further at the discretion of the Ministry.
3. The service provider(s) shall provide the required number of manpower as described above within a period of one week from the date of written requisition issued by the Ministry.
4. The tenders should be submitted in two sealed covers. The first sealed cover should be superscribed "TECHNICAL BID" and contain information as prescribed in **Form I to Form IV** of the tender document. The second sealed cover should be super scribed "FINANCIAL BID" and contain information only for the rate for engaging on monthly basis for normal duty of 8½ hours per day including lunch break of ½ hour per person in **Form V**. Both the sealed covers should be placed in a main sealed envelope super scribed "Tender for supply of Manpower" and should be addressed to The Director (Admn.), Ministry of Minority Affairs, 11th Floor, 'B-2' Wing, Paryavaran Bhawan, C.G.O. Complex, Lodhi Road, New Delhi-110003 along with EMD of Rs.25,000/- (Rupees Twenty five in the form of a Demand draft drawn in favour of DDO, Ministry of Minority Affairs, New Delhi. Tenders without EMD will be summarily rejected.
5. The completed sealed tender documents should reach the Ministry **latest by 1300 hrs on 15th November, 2011** in any case. The **technical bids** will be evaluated by the Ministry on the same day at 1500 hrs and in the presence of such tenderers, who may wish to be present. The **Financial Bids** of only those tenderers who's **Technical Bids** have been accepted by the Ministry, will be evaluated by the Ministry on **16th November, 2011 at 1500 hrs** and in the presence of those tenderers who may wish to be present. The Ministry reserves the right to reject any prospective application without assigning any reasons. If any information furnished by the firm is found to be incorrect at a later stage or the firm awarded the contract backs out/dishonours the agreement concerned, the firm shall be liable to be debarred from the tendering process, the firm will be black-listed and EMD submitted by the firm shall be forfeited.


(Ashish Joshi)
Director (Admn.)

TERMS & CONDITIONS

1. The Ministry may at its discretion at any point of time during the validity of the contract require the service provider to dismiss or remove from the site of work any person or persons, as employed by the service provider, who have been found incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements. All services shall be performed by persons qualified and skilled in performing such services as specified in the Tender Notice. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the office in the Ministry because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office in the Ministry.
2. The Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel deployed by the service providers.
3. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote good-will and enhance the image of the Ministry. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
4. The service provider shall not assign, transfer, pledge or sub contract the performance of such services without the prior written consent of this office.
5. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative; organizational matters as all are of confidential/secret nature. In case Ministry comes to know about any such act done by the Service Provider's Personnel, the Ministry reserves the right to cancel the contract and in that case the Security Deposit will be forfeited.
6. The service provider's persons shall not claim any benefit/compensation/ absorption; regularization of services with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) persons to this effect will be required to be submitted by the service provider to this office.
7. The persons deployed by the service provider shall not have any claim to any 'Master & Servant' relationship against this office.
8. The service provider shall ensure deployment of suitable people with proper background after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photographs and withdraw such persons who are not found suitable by the office for any reasons immediately on receipt of such a request.
9. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
10. The service provider shall engage the necessary persons as required by our office from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their wages/salary and other benefits, as due under law every month under intimation to this Ministry. There is no 'Master & Servant' relationship between the employees of the service provider and the Hirer of the service (The Ministry) and further that the said person(s) of the service provider shall not claim any benefit whatsoever from this Ministry.
11. The service providing agency will be responsible for adhering to the minimum wages and other statutory provisions of labour laws as prescribed by the Delhi Government from time to time.
12. The transportation, food, medical and other statutory requirement under the various Acts/Govts. Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
13. Service liabilities like, EPF, E.S.I.C etc. in respect of employees provided by the outsourcing agency should be borne by themselves only. Document in support of payments

shall also provide against each employee to the Ministry along with bill invariably. The agency would also be responsible for meeting the liability on account of service term.

14. The service providing agency shall maintain strict secrecy/confidentiality of his contract.
15. Individual employee will be selected by the Ministry through a skill test on Hindi/English language, typing skill test and stenographic proficiency and through personal interviews, if so required by the Ministry
16. Persons who have been selected and have worked more than three months in a row in the Ministry, shall not be withdrawn by the agency arbitrarily and without consent of the Ministry. However, if any individual employee found to be under performing, he/she shall be replaced with an appropriate individual employee immediately.
17. The character of antecedents of each personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect will be submitted to the Ministry.
18. Working hours will be 8 ½ hours per day including half an hour lunch break. The working hours may be flexible. Actual amount per hour would be calculated for the personnel deployed on duty for any extra duty based on rates finalized or as per prevailing OTA rates of the Ministry, whichever is less.
19. The personnel may be called on Saturdays, Sundays and other Gazetted holidays, if required; the service provider will pay them extra for such additional hours of utilization of manpower hiring as per the rates approved by the Ministry based on per hour rate calculated by dividing the total charge/month/person by 160 (20 working days X 8 hours) {Col. 5 of Form V}.
20. The service provider will submit the bill for services rendered in a particular month (in triplicate) in the 1st week of the succeeding month. The Ministry will take necessary action in releasing the payment within 15 days after submission of bill.
21. The service provider will provide the required additional number of personnel for a shorter period also on short notice in case of any exigencies as per the requirement of the Ministry at similar rates approved by the Ministry finalized for the contract.
22. The service provider shall provide a substitute well in advance if there is any probability of the person remaining absent or going on leave or leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
23. Payment to the service provider would be strictly on certification by the officer with whom the personnel is attached that his/her services were satisfactory and attendance as per the bill preferred by the service provider. There shall be no payment for the days not attended.
24. The service provider shall be contactable at all times and message sent by Tel/ E-mail/Fax/Special Messenger from Ministry to the service provider shall be acknowledged immediately on receipt on the same day.
25. The agency should be registered with the concerned Govt. Authorities, and a copy of the current registration may be submitted.
26. The Agency should submit its PAN and Service Tax registration Number.
27. An Earnest Money Deposit of Rs.25,000/- (Rupees Twenty five thousand only) in the form of demand draft drawn in favour of DDO, Ministry of Minority Affairs, New Delhi, may be submitted, failing which their bids will not be considered valid. The Earnest Money Deposit (EMD) shall be forfeited if the successful bidder withdraws his offer.
28. Proforma for Technical Bid (Form I to Form IV) and Price Bid (Form V) are enclosed. A committee duly constituted for opening the bids will open the "Technical Bids" first only for those firms, who fulfill all eligibility criteria. Thereafter the "Financial Bids" will be approved and the rest will be cancelled.
29. The successful bidder should furnish a Bank Guarantee equivalent to 5% of the annual bid amount which will be forfeited in case of supply of manpower is delayed beyond the stipulated period indicated at Para 3 above or frequent absence from duty/misconduct on the part of a person (s) deployed by the agency or non-compliance of any of the terms and conditions, as stipulated by the Ministry.

30. Ministry of Minority Affairs reserves the right to cancel the contract at any stage without assigning any reason.

31. In the matter of any disputes, between the parties regarding the terms and conditions of the contract and execution thereof, the matter shall be referred to Arbitrator(s) as may be decided by the Secretary, Ministry of Minority Affairs for arbitration under the Arbitration & Conciliation Act, 1996. The firm/service provider shall not question the decision of the arbitrator(s) on the ground that the Arbitrator(s) is/are Government Servant(s). The decision of the Arbitrator(s) shall be final and binding on the parties. The place of jurisdiction will be at New Delhi.

32. The tender process may be cancelled at any point of time without assigning any reasons solely at the discretion of this Ministry irrespective of the status of the process,

33. **Minimum Eligibility Criteria:**

(i) The firm should be registered with Service Tax Department.

(ii) The firm should have its registered office in Delhi and preferably near Paryavaran Bhawan or adjoining nearby areas.

(iii) The company/firm should be in this business for at least two years from the date of publication of the tender.

(iv) The turnover of the firm during last financial year should be not less than Rs. 30.00 lakhs.

34. **Educational qualifications, skills and nature of job requirements for the four categories as shown below:-**

I. PROGRAMME SUPPORT COORDINATOR (PSC).

(a) **Essential Qualification:**

Graduate with good academic record and having clear oral and written communication and presentation skills.

(b) **Skills:**

Possessing Computer skills in MS-office (Word, Excel, and Power Point Presentation), Internet surfing, e-mailing, and having minimum typing speed of 30 w.p.m.

(c) **Preference:**

i) Retired Govt. servants of the level of Under Secretary and above having similar experience

ii) Graduate degree holders in social science, economics, commerce and statistics having work experience for at least one year on above type of work.

Nature of Job:

a) Examine, analysis and process all incoming correspondences and related proposals and lay out options for action to be taken, suggest the appropriate action and ensure follow-up

b) Preparing of notes, briefs, agenda, power point presentation and minutes of meetings.

c) Compilation, collection presentation, analyzing of statistical data and generation of various reports/statements/notes/briefs.

d) Preparing official correspondences and reports etc.

e) Maintenance of database.

f) Any other work relating to the Ministry that may be assigned.

II. PROGRAMME SUPPORT ASSISTANT (PSA):

(a) **Essential Qualifications:-**

Graduates in any discipline with one year's experience in Govt./Private Sector.

(b) **Skills:**

Possessing Computer skills in MS-office (Word, Excel, and Power Point Presentation), Internet surfing, e-mailing, and having reasonable typing speed.

(b) **Preference:**

Preference will be given to the candidates having degree in Commerce/Science and possessing Degree in Computer Application/Office Management.

Nature of Job:

- (i) Analyzing and processing of proposals received from the States/UTs and other organisations for implementation of the schemes/programmes of the Ministry.
- (ii) Preparing power point presentations.
- (iii) Compilation, collection, presentation, analyzing of statistical data and generation of various reports.
- (iv) Drafting of official letters such as letter, Office Memorandum, Circular, D.O. letter etc.
- (v) Entry and maintenance of database.

III. STENOGRAPHER:-

a) They should at least be graduates and have sufficient knowledge of working in English and Hindi. The persons should have undergone training as stenographer from a recognized and registered institute of repute with the proficiency skill of 80 w.p.m. of shorthand in English and dictation at the above speed for ten minutes should be transcribed in 65 minutes and 80 w.p.m. of Shorthand in Hindi and dictation at the above speed for ten minutes should be transcribed in 75 minutes.

b) They should have experience of preparing notes and drafting of official letters, Office Memorandum, Circulars, D.O. letters etc.

c) They should have computer skills and be conversant with MS-office (Word, Excel, Power-point presentation), Internet surfing and e-mail and minimum typing speed 30 per minute in English. The person having knowledge of both English and Hindi Typing will be given priority in selection and payment. The person must have taken basic training of Computer from any reputed Institute and he/she will need to submit proof at the time of joining.

IV. DATA ENTRY OPERATOR (DEO):-

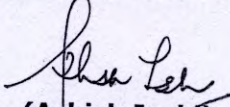
a) The minimum qualification should be 10+2 passed with English and Hindi as subjects.

b) Should have experience of preparing notes and drafting of official letters, Office Memorandum, Circulars, D.O. letters etc.

c) They should have computer skills and be conversant with MS-office (Word, Excel, Power-point presentation), Internet surfing and e-mail, minimum typing speed of 30 per minute in English. The person having knowledge of both English with Hindi Typing will be preferred. The person should have taken basic computer training from a reputed computer institute and will be required to submit proof at the time of joining.

V. PEON

The Minimum qualification should be 8th standard pass between 18-27 years of age group.


(Ashish Joshi)
Director (Admn.)

FORM- I

To

The Director (Admn.),
Ministry of Minority Affairs,
B-2 (Administration) Wing
11th Floor, Paryavaran Bhawan,
New Delhi- 110 0033.

Sub:- Providing of manpower (i) **Programme Support Coordinator (PSC)** (ii) **Programme Support Assistant (PSA)** (iii) **Stenographer** (iv) **Data Entry Operator (DEO) and, Peon** on contract basis.

Sir,

I have read and examined in detail the tender document in respect of providing secretarial manpower on contract basis and I do hereby express our interest to provide such services.

Correspondence Details:

Our correspondence details are:

1. Name of the Company/firm:
2. Address of the Company/firm:
3. Name of the contact person to whom all references shall be made regarding this tender:
4. Designation and address of the person to whom all references shall be made regarding this tender:
5. Telephone (with STD code) Landline/Mobile:
6. E- Mail of the contact person:
7. Fax No. (with STD code):

Document forming part of the bid:

We have enclosed the following:

- (i) Form 2: Minimum Eligibility
- (ii) Form 3: Prior Experience
- (iii) Form 4: Declaration Letter
- (iv) Form 5: Financial Bid
- (v) Earnest Money Deposit
- (vi) Letter of authorization in the name of the contact person representing the company.

Thanking you,

Yours faithfully,

Date:
Place:
Business Address:

(Signature of the Authorized Person)
Name:
Designation
Seal:

MINIMUM ELIGIBILITY

The details in respect of the company are as given under:

1. Name of the Company:-
2. Year of Registration/Incorporation **(Certified copy of RC be attached):-**
3. Number of Employees as on March 31, 2011 **(Proof of Employees Register be attached):-**
4. Annual Turnover during the last two years (2009-10 and 2010-2011) for providing manpower/similar kind of Service **(Give description in brief with proof)**
5. PAN & Service Tax Details **(Certified copies of PAN card & service tax registration be attached)**

Enclosure name to be attached.

- 1
- 2
- 3
- 4

Yours faithfully,

Date:
Place:
Business Address:

(Signature of the Authorized Person)
Name:
Designation:
Seal:

FORM III

EXPERIENCE

(Using the format below, provide information in respect of each Department /Agency to whom manpower was provided by the company during the last two years)

Name of the Company / Firm / Agency along with its address and details of contract person/Deptt. to whom manpower was provided during 2009-10 and 2011-12.	
Type of manpower provided and their numbers: Programme Support Coordinator/Programme Support Assistant/Stenographer/ Data Entry Operator and others, if any, please specify. (Enclose qualifications, skills and nature of job for each description).	
Performance Certificate	

Enclosure name to be attached.

- 1
- 2
- 3
- 4

Yours faithfully,

Date:
Place:
Business Address:

(Signature of the Authorized Person)
Name:
Designation
Seal:

FORM IV

DECLARATION

Declaration Letter on official letter head stating the following:

(i) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.

(ii) We are not black-listed by any Central / State Government/ Public Sector Undertaking in India.

(iii) We have read and agreed to the terms and conditions laid down by Ministry of. Minority Affairs for this contract.

Yours faithfully,

Date:
Place:
Business Address:

(Signature of the Authorized Person)
Name:
Designation:
Seal:

FORM- V

PROFORMA FOR FINANCIAL BID

1. Name of the Company, address etc.
2. Details of rate quoted

(Figures must be written in words as well as in figures. In case of any discrepancy between figures and words, the written words will be taken for consideration)

Sl. No.	Designation	Rate per person on monthly basis	Agency charges, Service tax, EPF, ESI etc. amount	Total Charge/month/person
(1)	(2)	(3)	(4)	(3)+(4)=(5)
1.	Programme Research Coordinator (PRC)			
	<p>QUALIFICATION:</p> <p><u>Essential:</u> Post Graduate with good academic record and having clear oral and written communication and presentation skills.</p> <p><u>Skills:</u> Possessing Computer skills in MS-office (Word, Excel, and Power Point Presentation), Internet surfing, e-mailing, and having minimum typing speed of 30 w.p.m.</p> <p><u>Preference:</u> i) Retired Govt. servants of the level of Under Secretary and above having similar experience ii) Post Graduate degree holders with first division in social science, economics, commerce and statistics having work experience for at least one year on above type of work.</p> <p>NATURE OF JOB:- a) Examine, analysis and process all incoming correspondences and related proposals and lay out options for action to be taken, suggest the appropriate action and ensure follow-up b) Preparing of notes, briefs, agenda, power point presentation and minutes of meetings. c) Compilation, collection presentation, analyzing of statistical data and generation of various reports/statements/notes/briefs. d) Preparing official correspondences and reports etc. e) Maintenance of database. f) Any other work relating to the Ministry that may be assigned.</p>			

2.	Programme Support Assistants (PSA)			
	<p>a) <u>Essentials:-</u> Graduates in any discipline with one year's experience in Govt./Private Sector.</p> <p>(b) <u>Skills:</u> Possessing Computer skills in MS-office (Word, Excel, and Power Point Presentation), Internet surfing, e-mailing, and having reasonable typing speed.</p> <p>c) <u>Preference:</u> Preference will be given to the candidates having degree in Commerce/Science and possessing Degree in Computer Application/Office Management.</p> <p>d) <u>Nature of Job:</u> (i) Analyzing and processing of proposals received from the States/UTs and other organisations for implementation of the schemes/programmes of the Ministry. (ii) Preparing power point presentations. (iii) Compilation, collection, presentation, analyzing of statistical data and generation of various reports. (iv) Drafting of official letters such as letter, Office Memorandum, Circular, D.O. letter etc. (v) Entry and maintenance of database.</p>			

3. The company should clearly indicate the agency charge/service tax amount. It may please be noted that TDS will be deducted on the entire amount paid to the Company for disbursing the payment to the employees.

Note: No cutting or over-writing will be allowed. Any financial bid with over-writing or cutting will be disqualified.

Yours faithfully,

(Signature of the Authorized Person)

Date:

Place:

Business Address:

Name:

Designation:

Seal: